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PATENT APPLICATION

ATTORNEY DOCKET NO. 20005778-2

BY THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Hermann, et al.

Application No.: 09/816940

Filing Date: March 23, 2001

Title: METHOD, COMPUTER SYSTEM AND COMPUTER PROGRAM PRODUCT FOR
MONITORING SERVICES OF AN INFORMATION TECHNOLOGY ENVIRONMENT

Confirmation No.: 6950

Examiner: William D. Hutton

Group Art Unit: 2178

Commissioner for Patents
PO Box 1480
Alexandria, VA 22313-1450

PETITION FOR EXTENSION OF TIME

Sir:

In an Office Action mailed on July 2, 2004, on the above-identified U.S. Patent application, a shortened statutory period of three months was set for response. In accordance with 37 C.F.R. 1.136(a), applicant(s) hereby request(s) a:

- () one month
(X) two months
() three months
() four months

time extension so that the period for response to the Office Action expires on Dec. 2, 2004.

Authorization to charge the fee required by 37 CFR 1.17 to Deposit Account 08-2025 appears in the enclosed transmittal letter. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.18 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this paper is being transmitted
to the Patent and Trademark Office facsimile
number (703) 872-5300 on Dec. 2, 2004

Typed Name: Joanne A. Romanelli

Signature: Joanne A. Romanelli

Respectfully submitted,

Hermann, et al.

By: Paul D. Greeley

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Reg. No. 31,019Date: Dec. 2, 2004

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